

SENATE BILL NO. 385

INTRODUCED BY L. GROSFIELD

A BILL FOR AN ACT ENTITLED: "AN ACT REQUIRING THAT EACH STATE AGENCY'S TRAINING PROGRAM INCLUDE A PUBLIC COURTESY TRAINING PROGRAM FOR ITS EMPLOYEES; AND PROVIDING AN EFFECTIVE DATE."

BE IT ENACTED BY THE LEGISLATURE OF THE STATE OF MONTANA:

**NEW SECTION. Section 1. Public service courtesy training -- state employees.** (1) Each state agency shall implement a public service courtesy training program as an integral component of its existing state employee training program. The public service courtesy training program must include, at a minimum, instruction in:

- (a) effective communication skills;
- (b) recognition of public service expectations and needs; and
- (c) strategies related to conflict management.

(2) A state agency may provide for the public service courtesy training program that meets the minimum criteria established in subsection (1) through its own training staff, the department of administration, or a private training program provider.

**NEW SECTION. Section 2. Codification instruction.** [Section 1] is intended to be codified as an integral part of Title 2, chapter 15, part 10, and the provisions of Title 2, chapter 15, part 10, apply to [section 1].

**NEW SECTION. Section 3. Effective date.** [This act] is effective July 1, 2001.

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